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Subsidiary of Federal Signal Corporation

DATE: November 27, 2000
TO: All Dealers
FROM: Customer Service Group
SUBJECT: ArvinMeritor NHTSA Recall

OOV-246.108

CUSTOMER SERVICE BULLETIN 00-19

News, Information and Modifications

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Emergency One Inc. has determined that some component parts supplied by ArvinMeritor in certain 1999 H306 Hush Chassis manufactured between October, 1999 and December, 1999 may be defective which would affect motor vehicle safety.

In October, 2000 ArvinMeritor notified Emergency One, Inc. that a defect exists in certain TRW tie rod ends (designated Model 20-EDL) that are mounted on the front axle. The TRW 20-EDL model ball-socket assemblies may separate due to premature wear in some applications. If the TRW 20 EDL model ball-socket assembly was to separate, there could be a loss of vehicle steering control.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle which is subject to a recall campaign of this type must be adequately repaired within a reasonable time after the owner has tendered it for repair. Failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time.

If the condition is not adequately repaired within a reasonable time, the owner may be entitled to an identical or reasonable equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation.

To avoid having to provide these burdensome solutions, every effort must be made to promptly schedule an appointment with each owner and to repair their vehicle as soon as possible. As you will see in reading the attached copy of the letter that is being sent to owners, the owners are being instructed to contact E-One Customer Service if their dealer does not remedy the condition within a reasonable time. If the dealer does not comply, the customer is instructed on how to contact the National Highway Traffic Safety Administration.

Attached you will find the list of affected units in your assigned territory along with TRW's technical bulletin that outlines the inspection and replacement procedure. E-One will allow 1.1 hours of labor if replacement of the tie rod ends is required.

To obtain replacement parts for this recall or if you should have any questions relating to this bulletin, please contact Mr. Clay Gibson at phone (352) 861-3600 or E-mail cgibson@e-one.com

November, 2000

Dear E-One, Inc. Customer:

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Emergency One Inc. has determined that a defect which relates to motor vehicle safety exists in certain 1999 H306 Hush Chassis manufactured between October, 1999 and December, 1999.

In October, 2000 ArvinMeritor notified Emergency One, Inc. that a defect exists in certain TRW tie rod ends (designated Model 20-EDL) that are mounted on the front axle. The TRW 20-EDL model ball-socket assemblies may separate due to premature wear in some applications. If the TRW 20 EDL model ball-socket assembly was to separate, there could be a loss of vehicle steering control.

Your vehicle identified on the enclosed form is affected. For this reason we ask that you arrange for service to correct the condition without delay.

To correct this condition, your dealer will inspect the TRW tie rods to assure that the TRW tie rod ends fall within the affected date code. See the attached TRW Service Bulletin #LNK-112 for the affected date codes. If the TRW tie rod ends are affected, your dealer will replace these at no charge to you.

The work will take about 1.5 hours to complete. However, additional time may be required depending on how dealer appointments are scheduled and processed. To obtain this free service:

Contact:

Take the enclosed Owner Notification Form with you at the time of your appointment and give it to your dealer.

If you have any problem obtaining the needed repair, please contact Emergency One, Inc. at (352) 861-3600. An Emergency One, Inc. representative will arrange for prompt attention to your vehicle.

After contacting your dealer and Emergency One, Inc., if you are still not able to have the safety remedied without charge and within a reasonable time, you may wish to write the Administer, National Highway Traffic Safety Administration, 400 Seventh Street, SW, Washington, DC 20590 or call 1-888-327-4236.

We regret any inconvenience this recall may cause, but hope you will share in our concern for your safety.

Sincerely,

Mike Heston
Director of Customer Services

Cc: NHTSA

Enclosure: TRW Service Bulletin #LNK-112

EMERGENCY ONE USER LIST

Shop Order	Customer	Address	City	St	Zip	Vin#
20594	Pembroke Pines Fire Dept	9500 Pines Blvd, Bldg B	Pembroke	FL	33024	4EN3AAA88X1000594
20150	Shelton Fire Dept	122 West Franklin	Shelton	WA	98584	4EN3AAA85X1000150
20190	City of Brooklyn Fire Dept	7619 Memphis Ave	Brooklyn	OH	44144	4EN5AAA86X1000190

TRW Automotive
Steering & Suspension Systems

Service Bulletin #LNK-112

EDL Socket Replacement (Tie Rods)

Released September, 2000

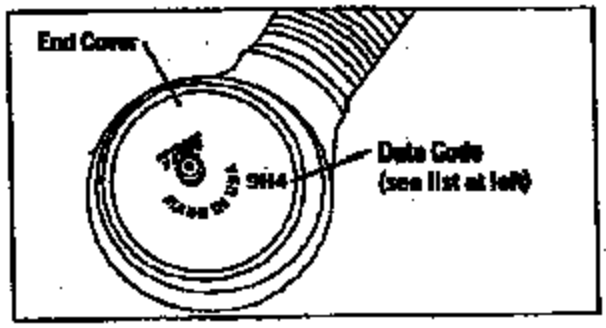
This TRW Commercial Steering Systems service bulletin has been written to help you repair commercial vehicles more efficiently. This bulletin should not replace your manuals; you should use them together. These materials are intended for use by properly trained, professional mechanics, NOT "Do-it-yourselfers". You should not try to diagnose or repair steering problems unless you have been trained, and have the right equipment, tools and know-how to perform the work correctly and safely.

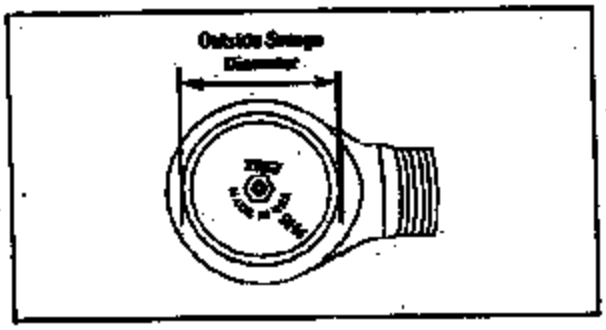
IF ..... The chassis number of the truck is on the list identified by the OE manufacturer. Any chassis number not on the list is not part of the campaign.

AND ..... The date code on either socket end is any of the following: 9G1, 9G2, 9G3, 9G4, 9H1, 9H2, 9H3, 9H4, 9H5, 9J1, 9J2, 9J3 OR 9J4. If the date code begins with any number other than "9", it is not part of the campaign. If the letter is "A-F" or "K-M", it is not part of the campaign.

AND ..... The sockets are "20 size" sockets. To identify the size: Measure the outside swage diameter. A 20 size socket will measure approx. 1 7/8". Any socket measuring 2 1/8" is a "24 size" socket, and is not part of the campaign.

THEN ..... Both socket ends need to be replaced using this kit.





NOTE: Only 20 size sockets are subject to this campaign. Make sure you are servicing the correct size socket.

NOTE: Any socket with "DL" stamped into the end cover is a different design, and IS NOT part of this campaign.

Please continue to page 2 if ALL of the above conditions are met.

NOTE: Any socket with "DL" stamped into the end cover is a different design, and IS NOT part of this campaign.

Remove the Tie Rod Assembly

⚠ WARNING To prevent serious eye injury, always wear safe eye protection when you perform vehicle maintenance or service.

1. Remove the cotter pins and the nuts on both sides of the axle that fasten each tie rod end to the tie rod arms.

2. Disconnect the cross tube assembly from the tie rod arms using a ball joint separator (pickle fork).

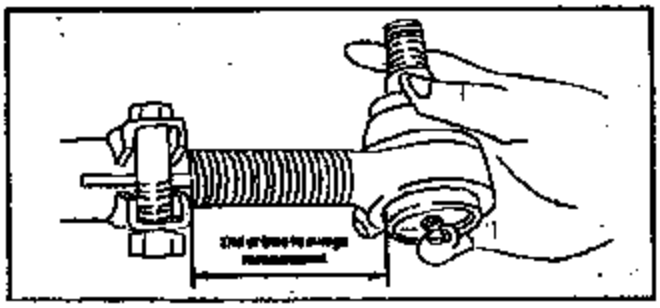
⚠ WARNING Do not heat the arm to remove the tie rod assembly. Doing so will soften and damage the parts.

⚠ WARNING Always support the tie rod assembly so that it does not fall and become damaged or cause personal injury when separated from the steering knuckles.

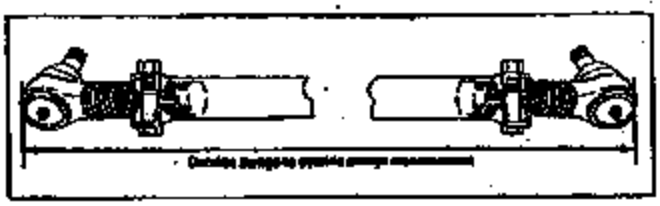
Remove and Replace the Tie Rod Ends

1. Note the position of the bolt and nut in the clamp, and the position of the clamp relative to the ground.

2. On one end, measure from the end of the tube to the nearest outside swage diameter as shown below. Record the measurement.



3. Measure the length of the tie rod from the outside of the swage diameter on one socket end to the outside of the swage diameter on the other socket end, as shown below. Record the measurement.



4. Loosen the clamp bolts on the cross tube.

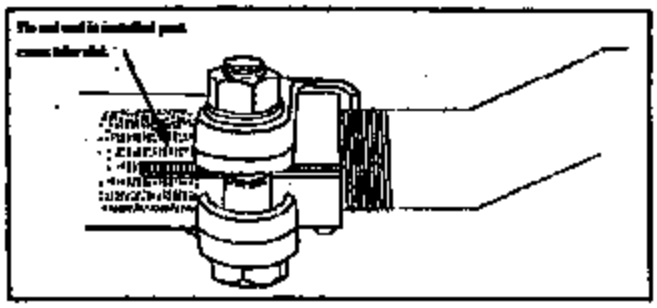
⚠ WARNING If the clamp is tack-welded, do not remove the tack weld. If the tack weld is removed, clamping force will not be enough to keep the socket threads stationary. Loss of steering control will result. If welds are broken, the cross tube must be replaced.

5. Remove one threaded tie rod end from the cross tube.

6. Install the new socket end. Thread the new socket end into the tube until the measurement from the end of the tube to the nearest outside swage diameter is the same as you measured in step 2.

7. Repeat steps 5 & 6 for the other socket end.

8. Make sure both ends are threaded into the tube deeper than the cross tube slot as shown below.



9. Measure the length of the tie rod again, and make sure it is the same as you measured in step 3. Sight down the tie rod and make sure socket ends are aligned.

10. If the clamp is not tack-welded, seat the tabs on the clamps against the end of the cross tube. Position the bolts as noted earlier. Tighten the clamps and torque to manufacturer's specifications.

Install the Tie Rod Assembly onto the Axle

1. Clean and dry the tie rod end taper and the tie rod arm taper hole. Connect the tie rod ends into the tie rod arms.

2. Install both tie rod end nuts to secure the tie rod end and cross tube assembly linkage to the tie rod arm. Torque the nuts to the vehicle manufacturer's specifications.

3. Install the cotter pins. If necessary, tighten the castle nut until the holes are aligned. Do not loosen the nut to install the cotter pin.

4. Sight down the tie rod again, to make sure the sockets are aligned with one another. Also make sure the clamps are positioned relative to the ground as earlier noted.

Check Vehicle Toe-In

1. Check the toe-in measurements. Adjust as appropriate according to the manufacturer's guidelines.